



LAMAR INSTITUTE
OF TECHNOLOGY

2022 FALL CONVOCATION BREAKOUT SESSIONS



1 BREAKOUT SESSIONS WEDNESDAY 1:40 P.M. - 2:30 P.M

STARFISH KUDOS

LALAUNI THOMAS

TC 205

Join us as we learn more ways that Starfish (early alert system) will help us assist students and increase retention. We will cover the upcoming surveys, the importance of reinforcing kudos, and a quick recap of Starfish.

CUSTOMER SERVICE

LAURI ARNOLD-CALDER

MPC 113

Customer Service is a crucial component of retention. What is customer service in higher education? Excellent customer service results from understanding the customer's needs and putting the correct guidelines and service standards in place to meet or exceed their expectations. This session will discuss the campus policies and practices applied to provide our customers (our students) with the service they deserve.

ISD MENTOR TRAINING

DR. TRACY SPENCER

PATC 102

We have a new program, EAGLE, for mentoring our ISD adjuncts and facilitators. If you have been faculty for at least two years, we sure could use your expertise!

USING TEAMS TO COMMUNICATE, FOR FACULTY AND STAFF

JERROD NASH

CB 126

Learn how we can use TEAMS to communicate better with each other and with our students. ZOOM is no longer needed here!

WHAT'S HAPPENING WITH BLACKBOARD?

ANGELA CLARK

PATC 110

Come see the important changes to the landing page and how Blackboard can serve our students better!

2:30 - 2:40 PM BREAK



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2022 FALL CONVOCATION BREAKOUT SESSIONS



2 BREAKOUT SESSIONS WEDNESDAY 2:40 P.M. - 3:30 P.M

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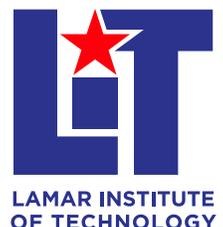
SELF-CARE AND STRESS RELIEF

MARGARET SWOPE

PATC 102

Does this time of year cause you to be stressed and frazzled? Come unwind and relax as we share some tips on how to plan and prepare self-care for the new school year.

THANK YOU FOR BEING PART OF THE LIT FAMILY!



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